

# State of Utah



## Department of Workforce Services

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Executive Director

# Utah Refugee Resettlement Program State Plan

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## TABLE of CONTENTS

<b>ADMINISTRATION</b>	<b>1</b>
<b>I. Purpose</b>	<b>1</b>
<b>II. Designated State Agency</b>	<b>1</b>
<b>III. Appointment of State Coordinator</b>	<b>1</b>
<b>IV. Assurances</b>	<b>2</b>
<b>V. Effective Date</b>	<b>3</b>
<b>FINANCIAL ASSISTANCE</b>	<b>4</b>
<b>I. Refugee Cash Assistance</b>	<b>4</b>
A. Eligibility	4
B. Emergency RCA Issuance	5
C. Participation	5
D. Sanction Procedures for Failure to Participate in the Refugee Employment Program	6
E. Notice of Department Action	6
F. Hearings to Contest Adverse Department Action	6
<b>II General Assistance Program to Refugees</b>	<b>11</b>
<b>MEDICAL ASSISTANCE</b>	<b>12</b>
<b>I. Refugee Medical Assistance</b>	<b>12</b>
A. Eligibility	12
B. Non-Medicaid Covered Medical Services Available to Utah Residents	13
<b>II. Refugee Health Screening</b>	<b>14</b>
A. Use of RMA funds for Refugee Health Screening	14
B. Refugee Health Screening Services	14
<b>REFUGEE UNACCOMPANIED MINOR PROGRAM</b>	<b>15</b>
<b>I. Unaccompanied Minor's Program (Refugee Foster Care)</b>	<b>15</b>
A. Refugee Foster Care Services	15
B. Catholic Community Services	15
C. Monitoring	16
D. Reports	16
<b>Cuban Haitian Entrant Program</b>	<b>17</b>
<b>I. Cuban Haitian Entrant Program</b>	<b>17</b>
<b>REFUGEE SOCIAL SERVICES</b>	<b>18</b>
<b>I. Social Services Program</b>	<b>18</b>
A. Eligibility	18
B. Priorities	18

<b>II</b>	<b>Refugee Employment Program .....</b>	<b>18</b>
A.	Purpose and Objectives.....	18
B.	DWS Employment Counselor.....	19
C.	Participation Requirements for RCA.....	19
<b>III.</b>	<b>English Language Training (ELT) Program.....</b>	<b>20</b>
A.	Educational Priorities.....	20
<b>IV</b>	<b>Social Acculturation and Adjustment Program .....</b>	<b>21</b>
A.	Problems to be addressed.....	22
B.	Service Activities.....	22
<b>V.</b>	<b>Mental Health Program .....</b>	<b>22</b>
A.	Refugee Mental Health Issues .....	22
<b>MUTUAL ASSISTANCE ASSOCIATIONS .....</b>		<b>24</b>
<b>I.</b>	<b>Mutual Assistance Associations Participation .....</b>	<b>24</b>
A.	Outreach.....	24
B.	Orientation .....	24
C.	Mental Health .....	24
<b>SPECIAL PROGRAMS .....</b>		<b>25</b>
<b>I.</b>	<b>Special Programs .....</b>	<b>25</b>
<b>MISCELLANEOUS .....</b>		<b>26</b>
<b>I.</b>	<b>State's Internal Fiscal Control Procedures .....</b>	<b>26</b>
<b>II.</b>	<b>Technical Assistance and Training .....</b>	<b>26</b>
<b>III.</b>	<b>Consultation Bodies .....</b>	<b>26</b>
<b>IV.</b>	<b>Volunteers.....</b>	<b>26</b>
<b>V.</b>	<b>Language Assistance to Persons with Limited English Proficiency .....</b>	<b>26</b>
A.	Assessment.....	26
B.	Language Access .....	28
C.	Staff Training.....	28
D.	Compliance Monitoring.....	29
<b>APPENDIX 1 .....</b>		<b>30</b>
<b>Utah Refugee Health Screening and Prevention Program State Plan .....</b>		<b>30</b>
A.	Identification of Refugees to be Screened .....	30
B.	Refugee Contact Procedures .....	30
C.	Health screening Protocol .....	31
D.	Referral for Health Problems .....	32
E.	Health Education/Orientation .....	32
F.	Medical Interpretation Services .....	33

## **ADMINISTRATION**

### **I. Purpose:**

The purpose of the Utah Refugee Resettlement Program is to ensure the effective resettlement of refugees in Utah. Programs are designed to meet one of three major goals.

- A. To provide for the effective resettlement of refugees within the shortest possible period after entrance into the State through the use of coordinated supportive services. Effective resettlement means the refugee's ability to access community resources to meet their basic needs related to employment, English language training, skills training, medical care, and social and cultural adjustments.
- B. To promote economic self-sufficiency for refugees within the shortest possible time after entrance to the State, through employment and acculturation by the coordinated use of financial, medical, and support services. Economic self-sufficiency is defined as gainful employment in non-subsidized jobs with at least 90-day retention and receipt of a minimum wage, and which provides for basic economic needs of the person and family without reliance on public assistance.
- C. To protect the refugees and community from any health problems during resettlement.

### **II. Designated State Agency:**

The Governor has designated the Utah Department of Workforce Services (DWS) as the State agency responsible for the administration and operation of the Utah Refugee Resettlement Program. The Executive Director of the Department of Workforce Services has assigned program responsibility to the Division of Employment Development, Service Delivery Support (SDS) [§400.5(a)].

### **III. Appointment of State Coordinator:**

Norman Nakamura has been designated as the State Refugee Resettlement Program Coordinator as of August 16, 1999 [§400.5(d)].

Specific State Refugee Coordinator Responsibilities:

The State Refugee Coordinator is responsible for the administration of the Office of Refugee Resettlement (ORR) funded portion of the program and performs the following roles under the direction of the Director of Service Delivery Support.

- A. Writes the Utah Refugee Resettlement State Plan. Also, amends the plan as needed (§400.4).
- B. Coordinates the development of the annual budget request and quarterly budget revisions, if needed.

- C. Oversees the development of Purchase of Service contracts and assures their effectiveness in providing needed services and compliance with federal regulations.
- D. Develops State Refugee Resettlement Program policy and monitors programs to assure compliance with standards.
- E. Serves as an Ex-Officio member to the Utah Refugee Service Provider Network.
- F. Facilitates coordination of all State and local refugee service providers and community groups.
- G. Acts as the State contact to Federal, Regional and National Refugee organizations.
- H. Provides public relations to enhance effective refugee resettlement in the State.

**IV. Assurances:**

The State of Utah assures all the requirements of 45 CFR 400 and 45 CFR 401 will be met [§400.5(i)(2)]. There will be compliance with:

- A. The provisions of Title IV of the Immigration and Nationality Act [§400.5(i)(1)];
- B. Official issuances of the Director of ORR, hereafter referred as the Director [§400.5(i)(1)];
- C. All applicable Federal statutes and regulations during the time that it is receiving grant funding will be adhered to [§400.5(i)(3)];
- D. Requirements to amend the state plan as needed to comply with standards, goals, and priorities as established by the Director [§400.5(i)(4)];
- E. The State of Utah assures, as specified under §400.145(c), that refugee women have the same opportunities as refugee men to participate in all ORR funded services;
- F. The State of Utah assures that, as specified under §400.5(g), assistance and services funded under the State plan will be provided to refugees without regard to race, color, national origin, disability religion, and/or political opinion; and
- G. The State of Utah assures, as specified under §400.5(h), unless exempted from this requirement by the Director, that meetings will be convened, not less often than quarterly, with representatives of local refugee resettlement agencies, local community service agencies, and state and local governments. The purpose of said meetings is plan and coordinate the placement of refugees in advance of their arrival.

**V. Effective Date:**

The effective date of this Refugee Resettlement Program State Plan is October 1, 2000.

- A. Plan amended November 8, 2000 to include elements for serving Limited English Proficient customers.
- B. Plan amended October 22, 2001 to update the list of interpreter services contractors for serving Limited English Proficient customers [Miscellaneous Section V (B)(3)] and the references to the Utah State Refugee Council, which disbanded, have been replaced by the Utah Refugee Service Provider Network. Other minor non-substantive grammatical and formatting corrections were also made.
- C. Plan amended October 28, 2002 to reflect new Executive Director of the Department of Workforce Services. The Primary Care Network (PCN) replaced the Utah Medical Assistance Program (UMAP). Under Medical Assistance Section I (B) Non-Medicaid Covered Services Available to Utah Residents the references to the Utah Medical Assistance Program were replaced by references to the Primary Care Network. Features of PCN were added to the plan. The State Refugee Plan was also reformatted during conversion from WordPerfect to MS Word.
- D. Plan amended December 3, 2002 to reflect minor editorial changes after consultation with Pamela Green-Smith, ORR Program Analyst.
- E. Plan amended August 26, 2004 to clarify the use of RMA funds for the Refugee Health Screening Program. Health Department Refugee Health Screening Program State Plan added as Appendix 1

## FINANCIAL ASSISTANCE

### I. **Refugee Cash Assistance:**

The State of Utah takes the option to provide a publicly-administered Refugee Cash Assistance (RCA) program as provided in §400.65 through §400.68.

The Refugee Cash Assistance program is administered by the Department of Workforce Services, hereafter referred to as DWS or Department. DWS is also the State's Temporary Assistance to Needy Families (TANF) agency. The State's TANF financial assistance programs are called the Family Employment Program (FEP) and the Family Employment Program-Two Parent (FEP-TP). DWS also administers the State's General Assistance (GA) program.

#### A. Eligibility:

An applicant for Refugee Cash Assistance must provide proof, in the form of documentation, issued by the Immigration and Naturalization Service (INS) of having or having held one of the defined refugee statuses as defined in §400.43. An applicant for asylum is not eligible for assistance unless otherwise provided by Federal Law (§400.44).

##### 1. Determination of Eligibility under other programs:

- a) Refugees applying for financial assistance must establish eligibility in the following priority (§400.51):
  - (1) The Family Employment Program (FEP) is the first program of choice.
  - (2) The Family Employment Program for Two Parents (FEP-TP) is the second program of choice.
  - (3) The Refugee Cash Assistance program is the third and last program of choice.
- b) If there is a minor child in the family unit, the refugee family would qualify under the FEP or FEP-TP programs. RCA is generally for single adults and childless married couples. Refugees applying for FEP and FEP-TP must meet the same eligibility criteria as any other non-refugee applicant.
- c) Refugees who are 65 years of age or older, or who are blind or disabled shall be referred promptly to the Social Security Administration to apply for cash assistance under the Supplemental Security Income (SSI) program [§400.51(b)(1)(i)]. Refugees who are 65 years of age or older, or who are blind or disabled, determined eligible for FEP, FEP-TP, or RCA shall be furnished financial assistance until eligibility for cash assistance under the SSI program is determined, provided the conditions of eligibility for FEP, FEP-TP or RCA continue to be met [§400.51(b)(1)(ii)].
- d) The State shall notify promptly the local resettlement agency that provided for the initial resettlement of a refugee whenever the refugee applies for any of the financial assistance programs [§400.68(a)].
  - (1) Such notification may be made verbally to the resettlement agency representative assisting the refugee in their application for assistance.
  - (2) If the refugee applies for financial assistance without the assistance of a local resettlement agency, the State shall contact the refugee's local resettlement agency

before processing the application, to advise the agency of the refugee's intent to apply for financial assistance.

2. Eligibility for Refugee Cash Assistance (RCA) is limited to those refugees who (§400.53):
  - a) Are determined ineligible for FEP or FEP-TP;
  - b) Are new arrivals who have resided in the U.S. less than eight (8) months;
  - c) Meet the immigration status and identification requirements establishing refugee status;
  - d) Are not full-time students of higher education;
  - e) RCA is time limited to the first eight months from the refugee's date of arrival into the United States.
3. The eligibility process for RCA shall be the same as FEP, FEP-TP, and other State operated financial assistance programs [§400.66(a)]. This includes the following:
  - a) The determination of initial and on-going eligibility;
  - b) The budgeting methods, including gross income, net income, and standard needs budget;
  - c) The treatment of income, assets, and resources, including disregards;
  - d) The treatment of shelter, utilities, and similar needs; and
  - e) The determination of benefit amounts.
4. Treatment of refugee specific eligibility criteria are:
  - a) The State may not consider any cash grant received by the refugee under the Department of State or Department of Justice Reception and Placement programs [§400.66(d)];
  - b) The State may not consider any resources remaining in the refugee's country of origin in determining eligibility [§400.66(b)];
  - c) The state may not consider a sponsor's income and resources to be accessible to the refugee solely because the person is serving as a sponsor [§400.66(c)].
  - d) The state shall contact the refugee's local resettlement agency to verify employment or employment activities. An applicant for RCA who voluntarily quit or refused appropriate employment without good cause within 30 calendar days prior to the date of application is ineligible for financial assistance for 30 days from the date of the voluntarily quit or refusal of employment.

**B. Emergency RCA Issuance:**

If an otherwise eligible refugee demonstrates an urgent and immediate need for financial assistance, the application will be processed with due diligence to expedite the initial RCA payment on an emergency basis (§400.52).

**C. Participation in the Refugee Employment Program:**

As a condition for receipt of Refugee Cash Assistance, an employable refugee must participate in the Refugee Employment Program as provided under Refugee Social Services [§400.75(a)].

**D. Sanction Procedures for Failure to Participate in the Refugee Employment Program:**  
When an employable refugee refuses to comply with the requirements for work and training, these sanction procedures will be applied:



1. Provide counseling within seven days of notification to ensure the refugee understands the requirements for work and training and the effects of the refusal.
  2. If the employable refugee recipient continues to refuse an offer of employment or training, assistance will be terminated 30 days after the date of the original refusal. This sanction will be applied as follows:
    - a) If the assistance unit includes other individuals, remove the refugee from the grant. If the employable refugee is a caretaker relative, pay assistance in the form of protective or vendor payments to the remaining members of the household [§400.82(c)(1)].
    - b) If the refugee is the only one in the grant, the case is closed.
    - c) The refugee's sponsor or the voluntary resettlement agency shall be notified of this action.
    - d) If the refugee decides to accept employment or training within the 30-days after they initially refused, continue assistance without interruption.
    - e) If the employable refugee recipient continues to refuse to comply with the requirements, for the first occurrence disqualify the refugee from the financial assistance payment for three payment months. For the second occurrence, disqualify the refugee from the financial assistance for six payment months [§400.82(c)(2)].
  3. Food stamps and medical assistance may be continued to the sanctioned refugee, provided the sanctioned refugee continues to meet the eligibility requirements of each respective program.
- E. Notice of Department Action (§400.54 and §400.82):
1. A recipient of Refugee Cash Assistance shall be sent or provided a written notice of department action to reduce, suspend, or terminate at least 10 days before the date of the action.
  2. In providing notice of department action, the written notice must clearly state the action that will be taken, the reasons for the action, and the right to request a hearing.
  3. The notice of department action will be written in English and translated, either in writing or verbally, in the native language of the refugee to ensure the content of the notice is effectively communicated to the refugee.
  4. When a recipient of Refugee Cash Assistance is notified of termination due to time limits, the case must be reviewed to determine possible eligibility for FEP, FEP-TP, or GA due to changed circumstances and the notice to the recipient must indicate the result of that determination as well as the termination of Refugee Cash Assistance.
  5. If the department action involves an overpayment, the overpayment will be referred to the Office of Recovery Services.
- F. Hearings to Contest Adverse Department Action:
- Hearing procedures will be consistent with the FEP, FEP-TP hearing procedure. The hearing procedure for RCA is outlined as follows [§400.23 & §400.54(b)(2)]:
1. The Right To a Hearing and How to Request a Hearing.
    - a) A client has the right to a review of an adverse Department action by requesting a hearing.
    - b) A client must request a hearing in writing or orally within 90 days of the effective date of the action with which the client disagrees. Any oral request for a hearing will

- be reduced to writing by the Department and the client will be requested to sign the request.
- c) Only a clear expression by the client to the effect that the client wants an opportunity to present his or her case is required.
  - d) The request for a hearing can be made at the local office or the Division of Adjudication.
  - e) If the appeal involves an overpayment, the portion of the appeal which involves an overpayment will be referred to the Office of Recovery Services.
2. How Hearings Are Conducted:
- a) Hearings are held at the state level and not at the local level.
  - b) Where not inconsistent with federal law or regulation governing hearing procedure, the Department will follow the Utah Administrative Procedures Act.
  - c) Hearings for all programs listed in Utah Administrative Rule R986-100-102 are declared to be informal. The Refugee Resettlement Program is listed in Rule R986-100-102.
  - d) Hearings are conducted by an Administrative Law Judge (ALJ) in the Division of Adjudication.
  - e) Hearings may be conducted by telephone at the option of the ALJ.
3. When a Client Needs an Interpreter at the Hearing:
- a) If an interpreter is needed at the hearing by a client or the client's witness(es), the client may arrange for an interpreter to be present at the hearing who is an adult with fluent ability to understand and speak English and the language of the person testifying, or notify the Division of Adjudication at the time the appeal is filed that assistance is required in arranging for an interpreter.
  - b) If a client notifies the Department that an interpreter is needed at the time the request for hearing is made, the Department will arrange for an interpreter at no cost to the client.
4. Procedure For Use of an Interpreter:
- a) The ALJ will be assured that the interpreter:
    - (1) Understands the English language; and
    - (2) Understands the language of the client or witness for whom the interpreter will interpret.
  - b) The ALJ will instruct the interpreter to interpret, word for word, and not summarize, add, change, or delete any of the testimony or questions.
  - c) The interpreter will be sworn to truthfully and accurately translate all statements made, all questions asked, and all answers given.
  - d) The interpreter will be instructed to translate to the client the explanation of the hearing procedures as provided by the ALJ.
5. Notice of Hearing:
- a) All interested parties will be notified by mail at least ten days prior to the hearing.
  - b) Advance written notice of the hearing can be waived if the client and Department agree.
  - c) The notice shall contain:
    - (1) The time, date, and place, or conditions of the hearing. If the hearing is to be by telephone, the notice will provide the number for the client to call and a notice that

- the client can call the number collect;
- (2) the legal issues or reason for the hearing;
- (3) the consequences of not appearing;
- (4) the procedures and limitations for requesting rescheduling; and
- (5) notification that the client can examine the case file prior to the hearing.
- d) If a client has designated a person or professional organization as the client's agent, notice of the hearing will be sent to that agent. It will be considered that the client has been given notice when notice is sent to the agent.
- e) When a new issue arises during the hearing or under other unusual circumstances, advance written notice may be waived, if the Department and the client agree, after a full verbal explanation of the issues and potential results.
- f) The client must notify any representatives, including counsel and witnesses, of the time and place of the hearing and make necessary arrangements for their participation.
- g) The notice of hearing will be written in English and translated, either in writing or verbally, in the native language of the refugee to ensure the content of the notice is effectively communicated to the refugee.
- 6. Hearing Procedure:
  - a) Hearings are not open to the public.
  - b) A client may be represented at the hearing or invite friends or relatives to attend as space permits.
  - c) Representatives from the Department or other state agencies may be present.
  - d) All hearings will be conducted informally and in such manner as to protect the rights of the parties. The hearing may be recorded.
  - e) All issues relevant to the appeal, except overpayment if any, will be considered and decided upon.
  - f) The decision of the ALJ will be based solely on the testimony and evidence presented at the hearing.
  - g) All parties may testify, present evidence or comment on the issues.
  - h) All testimony of the parties and witnesses will be given under oath or affirmation.
  - i) Any party to an appeal will be given an adequate opportunity to be heard and present any pertinent evidence of probative value and to know and rebut by cross-examination or otherwise any other evidence submitted.
  - j) The ALJ will direct the order of testimony and rule on the admissibility of evidence.
  - k) Oral or written evidence of any nature, whether or not conforming to the legal rules of evidence including hearsay, may be accepted and will be given its proper weight.
  - l) Official records of the Department, including reports submitted in connection with any program administered by the Department or other State agency may be included in the record.
  - m) The ALJ may request the presentation of and may take such additional evidence as the ALJ deems necessary.
  - n) The parties, with consent of the ALJ, may stipulate to the facts involved. The ALJ may decide the issues on the basis of such facts or may set the matter for hearing and take such further evidence as deemed necessary to determine the issues.

- o) The ALJ may require portions of the evidence be transcribed as necessary for rendering a decision.
  - p) Unless the client requests a continuance, the decision of the ALJ will be issued within 60 days of the date on which the client requests a hearing.
  - q) A decision of the ALJ which results in a reversal of the Department decision shall be complied with within 10 days of the issuance of the decision.
7. Rescheduling or Continuance of Hearing:
- a) The ALJ may adjourn, reschedule, continue or reopen a hearing on the ALJ's own motion or on the motion of the client or the Department.
  - b) A party who is unable to proceed with or participate in the hearing on the date or time scheduled, must request that the hearing be rescheduled to another day or time.
  - c) The request for rescheduling must be made prior to the hearing.
  - d) The request must be made orally or in writing to the ALJ who is scheduled to hear the case.
  - e) The party who requests rescheduling must show a reasonable reason for the request.
  - f) More than one request to reschedule will not normally be granted.
  - g) The rescheduled hearing must be held within 30 days of the original hearing date.
8. Failure to Appear For or Participate In a Hearing:
- If one of the parties fails to appear at or participate in the hearing, either in person or through a representative, the ALJ will, unless a continuance or rescheduling has been requested, issue a decision based on the available evidence.
9. Reopening the Hearing After the Hearing Has Been Concluded:
- a) Any party who fails to participate personally or by authorized representative at a hearing may request that the hearing be reopened.
  - b) If the request is made by a client prior to the ALJ issuing a decision or within 10 days of the issuance of the decision, the request to reopen will be granted if it is the first time the client has been granted a request to reopen for failure to participate.
  - c) If the client requests reopening more than 10 days after the decision of the ALJ has been issued, or the client has already been granted a reopening on one or more occasions, the decision can be set aside and the hearing reopened only if:
    - (1) The request is made in writing; and
    - (2) The client shows good cause for not participating; and
    - (3) The client shows good cause for not requesting reopening within 10 days.
  - d) If the request to reopen for failure to participate is made by the Department, the request will only be considered if it is in writing and establishes good cause for failure to participate. A request made by the Department more than ten days after the decision will not be granted.
  - e) If a request for reopening is not granted, the ALJ will issue a decision denying the request to reopen. A copy of the decision will be given or mailed to each party, with a clear statement of the right of appeal or judicial review.
10. What Constitutes Good Cause for Failure to Participate in the Hearing:
- a) Failure to report as instructed at the time and place of the scheduled hearing is the equivalent of failing to participate, even if the party reports at another time or place. In such circumstances the party must request that the hearing be reopened.
  - b) Good cause for failing to participate in a hearing may not include such things as:

- (1) Failure to read and follow instructions on the notice of hearing;
  - (2) Failure to arrange personal circumstances such as transportation or child care;
  - (3) Failure to arrange for receipt or distribution of mail;
  - (4) Failure to delegate responsibility for participation in the hearing; or
  - (5) Forgetfulness.
11. Canceling an Appeal and Hearing:

When a client notifies the Division of Adjudication or the ALJ that the client wants to cancel the hearing and not proceed with the appeal, a decision dismissing the appeal will be issued. This decision will have the effect of upholding the Department decision. The client will have 30 days in which to reinstate the appeal by filing a written request for reinstatement with the Division of Adjudication.
12. Payments of Assistance Pending the Hearing:
  - a) A client is entitled to receive continued assistance pending a hearing contesting a Department decision to reduce or terminate RCA financial assistance if the client's request for a hearing is received no later than ten days after the reduction, denial, or termination became effective. The assistance will continue unless the certification period expires or until a decision is issued by the ALJ. If the certification period expires while the hearing or decision is pending, assistance will be terminated. If a client becomes ineligible or the assistance amount is reduced for another reason pending a hearing, assistance will be terminated or reduced for the new reason unless a hearing is requested on the new action.
  - b) If the client can show good cause for not requesting the hearing within 10 of the action, assistance may be continued if the client can show good cause for failing to file in a timely fashion. Good cause in this paragraph means that the client made every effort to comply. Because the Department allows a client to request a hearing by telephone or mail, good cause does not mean illness, lack of transportation or temporary absence.
  - c) A client can request that payment of assistance not be continued pending a hearing but the request must be in writing.
  - d) If payments are continued pending a hearing, the client is responsible for any overpayment in the event of an adverse decision. The overpayment will be referred to the Office of Recovery Services.
  - e) If the decision of the ALJ is adverse to the client, the client is not eligible for continued assistance pending any appeal of that decision.
  - f) If a decision favorable to the client is rendered after a hearing, and payments were not made pending the decision, retroactive payment will be paid back to the date of the adverse action if the client is otherwise eligible.
  - g) RCA financial assistance will not extend for longer than the eight-month time limit for that program under any circumstances.
  - h) Assistance is not allowed pending a hearing from a denial of an application for assistance.
13. Further Appeal From the Decision of the ALJ:

Either party has the option of appealing the decision of the ALJ to either the Executive Director or designee or to the District Court. Either appeal must be filed, in writing, within 30 days of the issuance of the decision of the ALJ.

## **II General Assistance Program to Refugees:**

If the refugee has been in the U.S. longer than 8 months and is not eligible for FEP or FEP-TP, eligibility shall be determined for General Assistance. The same policy and procedures would be used for anyone else applying for General Assistance.

General Assistance (GA) provides temporary cash assistance, on a time limited basis, to single persons who are unemployable due to a physical or mental health disability, while they are overcoming the condition making them employable or while they are qualifying for Supplemental Security Income (SSI). A refugee (along with the general population) may be eligible for General Assistance if he/she meets the unemployable criteria: medically verified physical or mental health disabilities.

## MEDICAL ASSISTANCE

### **I Refugee Medical Assistance:**

The Refugee Medical Assistance (RMA) is administered by the Utah Department of Health. Under the one stop concept, the Department of Workforce Services is authorized to establish eligibility for medical assistance programs for refugees applying for financial and other employment support services.

#### **A. Eligibility:**

An applicant for RMA must provide proof, in the form of documentation, issued by the Immigration and Naturalization Service (INS) of having or having held one of the defined refugee statuses as defined in §400.43. An applicant for asylum is not eligible for assistance unless otherwise provided by Federal Law.

1. Determination of Eligibility under other programs:  
Refugees applying for medical assistance must establish eligibility in the following priority (§400.94):
  - a) Medicaid
  - b) Children's Health Insurance Program
  - c) Refugee Medical Assistance  
Refugees applying for Medicaid and CHIP must meet the same eligibility criteria as any other non-refugee applicant.
2. Eligibility for Refugee Medical Assistance (RMA) is limited to those refugees who (§400.100):
  - a) Are ineligible for Medicaid or CHIP;
  - b) Are new arrivals who have resided in the U.S. less than eight (8) months;
  - c) Meet the immigration status and identification requirements establishing refugee status; or are the dependent children of individuals meeting the immigration status and identification requirements establishing refugee status and are refugee children, if one of the parents in the filing unit is a non-refugee. Non-refugee children are not eligible for RMA.
  - d) Are not full time students in institutions of higher education, except where such enrollment has been approved as part of the refugee's individual employment plan or plan for a refugee unaccompanied minor.
  - e) RMA is time limited to the first eight months from the refugee's date of arrival into the United States;
  - f) If a refugee, who is receiving Medicaid and has been residing in the U.S. less than 8 months, becomes ineligible for Medicaid because of earnings from employment, the refugee must be transferred to RMA for the remainder of the 8 month eligibility period without an RMA eligibility determination [§400.104(b)].
3. The eligibility process for RMA shall be the same as Medicaid and other State operated medical assistance programs (§400.101 and §400.102). This includes the following:
  - a) The determination of initial and on-going eligibility;
  - b) The budgeting methods, including gross income, net income, and standard needs budget;

- c) The treatment of income, assets, and resources, including disregards;
  - d) The treatment of shelter, utilities, and similar needs; and
  - e) The determination of benefit amounts.
4. Treatment of refugee specific eligibility criteria are:
- a) The State may not consider in-kind services and shelter provided to an applicant by a sponsor or local refugee resettlement agency in determining eligibility for and receipt of RMA.
  - b) The State may not consider any cash assistance payments provided to an applicant in determining eligibility for and receipt of RMA.
  - c) Eligibility for refugee medical assistance will be based on the applicant's income and resources on the date of application.
  - d) Income averaging prospectively over the application processing period may not be used in determining eligibility for RMA.
- B. Non-Medicaid Covered Medical Services Available to Utah Residents:
- The Primary Care Network (PCN) is a safety net program available to those individuals age 19 and above who are ineligible for any other Medicaid assistance. PCN can provide limited medical services for refugees not eligible for Medicaid and Refugee Medical Assistance. Features of the program are:
- 1. Services to individuals who do not have any other health insurance or access to any other health insurance where access is defined as the employer paying more than 50% of the individual's health insurance premium.
  - 2. Requires a \$50.00 annual enrollment fee
  - 3. Services limited to acute (new condition), infectious, or life threatening situations.
  - 4. Services for dental are limited to dental emergencies only.
  - 5. Vision care only extends to annual examination only. Glasses are not covered.
  - 6. No disability or medical need required to be shown.
  - 7. No asset limits.
  - 8. Income limits lower than disabled Medicaid.
  - 9. Must be treated at a PCN clinic, if in the service area of a PCN clinic. If not, will be referred to providers of the client's choice, as long as the provider is a Utah Medicaid Provider.



## **II. Health Screening Program:**

- A. Use of RMA funds for Refugee Health Screening
  - 1. RMA funds will be utilized by the State to cover the costs of the Refugee Health Screening Program as allowed under §400.107.
  - 2. The Refugee Health Screening Program State Plan (see Appendix 1) shall be submitted annually as part of the State's Refugee Resettlement Program State Plan review in accordance with §400.4(b) or in a timely manner as prescribed by the Director of the Office of Refugee Resettlement.
  - 3. The Department of Workforce Services, as the designated responsible agency for the Utah Refugee Resettlement Program, contracts with the Utah Department of Health for the provision of the Refugee Health Screening Program.
    - a) The Department of Health shall request an Inter-Agency Transfer (IAT) of funds for contractual services provided by the Refugee Health Screening Program
      - (1) The Department of Health shall maintain accurate records detailing contractual Refugee Health Screening Program expenditures for IAT requests submitted to the Department of Workforce Services.
  - 4. A detailed budget of the Refugee Health Screening Program shall be submitted annually with the ORR-1 Cash Medical Administrative Estimates or in a timely manner as prescribed by the Director of the Office of Refugee Resettlement.
- B. Refugee Health Screening Services
  - 1. Health screening services described in the Refugee Health Screening and Prevention State Plan are not covered services under the Utah Public Health Programs or State Medicaid program.
  - 2. Within 30 days of arrival, or as soon as possible, the local voluntary resettlement agency Case Manager will arrange for the medical screening through the Bureau of HIV/AIDS, Tuberculosis Control/Refugee Health of the Utah Department of Health. Efforts are made to complete the refugee's health screening within the first 45 to 60 days of arrival.
  - 3. Details of the specific health screening protocols, coordination of services, and collaboration efforts are detailed in the Refugee Health Screening and Prevention State Plan (Appendix 1).

## **REFUGEE UNACCOMPANIED MINOR PROGRAM**

### **I. Unaccompanied Minor's Program (Refugee Foster Care):**

An Unaccompanied Refugee Minor is a person who has not attained 18 years of age; who has entered the United States unaccompanied by an not destined to a parent or a close non-parental adult relative who is willing to take care for the child; or an adult with a clear and court-verified claim to custody of the minor; and has no parents in the United States.

#### **A. Refugee Foster Care Services:**

The Department of Workforce Services has established an active ongoing foster parent program to furnish long term foster care for refuge unaccompanied minor children. The Department of Workforce Services has a single contract with Catholic Community Services for foster care services for Refugee Unaccompanied Minors [§400.5(e)].

#### **B. Catholic Community Services:**

Catholic Community Services is the local resettlement agency affiliate of the United States Catholic Conference of Bishops (USCCB). USCCB is one of two National Voluntary Agencies authorized to provide relocation and resettlement assistance to refugee unaccompanied minors.

1. Under contract, an extensive program has been undertaken by Catholic Community Services to monitor the adjustment of the minors into society. As youth become old enough and demonstrate self-reliance, they are emancipated. They are given educational opportunities and are helped into employment, then supervised for a time in independent living before emancipation from the program.
2. Under the contract, child welfare services and benefits are provided to refugee children to the same extent as other children of the same age under the Utah foster Care Program. This includes:
  - a) Providing such services meeting the child welfare standards, practices, and procedures,
  - b) Providing foster care maintenance payments under Title IV-E of the Social security Act, if the child is eligible under that program
  - c) Establishing custody and legal responsibility. The State of Utah requires establishment of legal custody within 10 days of the minor's arrival.
3. In addition, the refugee foster Care program recruits, selects and trains foster parents for their role in working with refugee children.
4. The RFC program also works to encourage ethnic association, mutual support and support of the child's ethnic identify, values and beliefs as well as assist in their acculturation into the American and Utah society through English Language Training and other activities.
5. When relatives are in the United States, family reunification is actively pursued. However, contact with the child's parents or relatives in their native country may not be sought, if such contact presents danger to relatives there.

C. Monitoring:

The Unaccompanied Minors Program is monitored by State staff. Site visits are made quarterly as well as a yearly to conduct formal on-site review. Catholic Community Services conducts a complete fiscal audit annually. In addition, quarterly and year end reports are received.

D. Reports:

The Refugee Unaccompanied Minor Placement Report (ORR-3) and Refugee and Entrant Unaccompanied Minor Progress Report (ORR-4) are sent as required to the Office of Refuge Resettlement, the Department of Workforce Services, and to the United States Catholic Conference. Quarter reports and billings are reviewed by the State Refugee Coordinator's office for accuracy, prior to authorization of contract payments.

## **CUBAN HAITIAN ENTRANT PROGRAM**

### **I. Cuban Haitian Entrant Program:**

The State of Utah, Department of Workforce Services will continue to apply the same standards and criteria to Cuban Haitian Entrants as are used to determining eligibility for cash, medical assistance, and social services for other eligible refugees with respect to Title V of the Refugee Education Assistance Act of 1980, (Pub. L. No. 96-422), and supporting regulations and directives of the Office of Refugee Resettlement (ORR) at 45 CFR 400 and 45 CFR 401.

## **REFUGEE SOCIAL SERVICES**

### **I. Social Services Program:**

The Utah Refugee Resettlement program is a broad network of self-sufficiency and self-reliance services, involving public and private agencies (formal and informal), voluntary associations and organizations. Service areas include employment, education, cultural orientation, acculturation, physical health and mental health, and mutual assistance association development.

#### **A. Eligibility:**

The State of Utah will ensure that as provided in §400.150 and §400.152, eligibility to receive social services and/or targeted assistance service, is limited to that refugee population who:

1. Are able to provide proof, in the form of documentation, issued by the Immigration and Naturalization Service (INS) of having or having held one of the defined refugee statuses as defined in §400.43. An applicant for asylum is not eligible for assistance unless otherwise provided by Federal Law (§400.44).
2. Have resided in the United States for 60 months or less;
  - a) Referral, interpreter, citizenship, and naturalization services may be provided to refugees regardless of their length of residence in the United States.

#### **B. Priorities:**

State of Utah will comply with the established clients' priorities for services, with the highest priority from top down as listed below (§400.147)

1. All newly arriving refugees during their first year in the U.S., who apply for services;
2. Refugees who are receiving cash assistance;
3. Unemployed refugees who are not receiving cash assistance; and
4. Employed refugees in need of services to retain employment or to attain economic independence.

### **II Refugee Employment Program:**

The Department of Workforce Services was created by State law to merge the functions of Employment Security (Job Service), job training, and public assistance programs which provide supportive services, such as financial assistance, Food Stamps and Child Care, into a cohesive unit. Refugees are brought into the DWS offices by their local refugee resettlement Case Workers to apply for Food Stamps, and medical assistance (Medicaid, CHIP, Refugee Medical Assistance), and financial assistance (FEP, FEP-TP, Refugee Cash Assistance).

#### **A. Purpose and Objectives:**

The purpose of the refugee employment program is to promote economic self-sufficiency for refugees within the shortest possible time after entrance to the State, through employment. The purpose of this program is to develop job opportunities for refugees, and to refer qualified refugees to these jobs. Refugees who are not job ready are referred to programs in the Department and community that can be of assistance to them.

Emphasis on job readiness and employment will continue to be the first priority. The DWS refugee employment program has the following objectives:

1. To provide job development activities in order to enhance the number of employment positions available for refugees.
2. To provide job coaching services and interview refugees to determine job needs and to refer refugees to jobs.
3. To assist refugees to gain employment and achieve economic self-sufficiency as quickly as possible.

B. DWS Employment Counselor:

1. The DWS Employment Counselor and other parties involved with this case will conduct an initial interview with the refugee and determines if the individual is job ready. General information concerning job qualifications and interests are obtained at this time. The refugee is registered for work with the State and an employment plan will be established. Where employment is not appropriate for the refugee, a self-sufficiency plan will be developed. Department of Workforce Services' offices along the Wasatch Front are staffed with bilingual workers trained to serve refugees. A list of other bilingual workers within the department has been compiled and is available as a resource list to help workers obtain interpreters.
2. The DWS Employment Counselor conducts a detailed interview and compares the client's qualifications with jobs that have been developed with employers. If no employment possibilities are readily available, the DWS Employment Counselor conducts a search of job openings in the employment exchange computer system or contacts other specialists for possible job leads. The DWS Employment Counselor makes a follow-up contact with the employer if the individual is hired or if further action is necessary.
3. The DWS Employment Counselor maintains contact with the local refugee resettlement agencies and other service providers to coordinate employment and acculturation activities so all service providers are aware of the current status of each refugee.

C. Participation Requirements for RCA:

1. Refugee receiving RCA will be required to meet the participation requirements of the FEP, FEP-TP programs, except that the following will apply:
  - a) All refugees required to participate must take part in employment activities at the highest level possible considering their current circumstances and obligations.
  - b) Participation may include available social adjustment (acculturation) services or targeted assistance activities determined appropriate
  - c) English Language training may be included in participation, but must be provided as a concurrent activity to other employment activities
2. Enhanced Participation
  - a) Consistent with the FEP and FEP-TP programs, refugees will have the opportunity to attain an enhanced payment for participation in selected activities.
  - b) Refugees receiving RCA who are involved in one of the following negotiated activities will receive an enhanced payment of \$40 a month:
    - (1) Public and private internships of 24 hours or more a week.

- (2) Full time (as defined by the institution) attendance in an education or work-related training program, such as high school, vocational training, excluding English as a Second Language (ESL) training.
- (3) Employed or engaged in work-related training or activities 20 or more hours a week in addition to attending school or training, including English as a Second Language (ESL) training.
- (4) Employed with gross earnings of at least \$500 per month.

### **III. English Language Training (ELT) Program:**

Major tasks faced by refugees in their adjustment to American culture are learning to communicate in English and developing marketable vocational skills. In most instances, employment, education, even survival in day-to-day living depends largely on the acquisition of language and employment skills. Refugees are encouraged to continue their ELT after employment is attained. Stress is placed on the value of continued acquisition of English language skills as a means to increase consideration for employment advancement for higher functioning jobs or employment placements, thus increasing income.

The Utah State Adult Education system has demonstrated the flexibility and resources to develop such courses throughout the State as needs arise. The monitoring and technical assistance capability of the Utah State Office of Education are a valuable assets in ensuring quality educational services to the refugees. The English language training services are concurrent with employment services.

#### **A. Educational Priorities:**

1. **Priority #1 - Survival Orientation (Health, Housing, Home Management, Employment, Etc.)**  
Because employment, cultural and community orientation concepts and understandings are vitally needed by the refugee upon his/her arrival in Utah, it is proposed that these concepts and understandings should be provided to the refugees in their native tongue. This approach has the advantage of getting this conceptual information immediately to the refugee and therefore, preserve valuable teaching time for pre-literacy and literacy instruction. Whenever possible, the orientation instruction is provided in cooperation with refugee associations and on a bilingual basis. Learning readiness and learning effectiveness are crucial ingredients in the learning process and it seems that both of these aspects of learning are improved through bilingual instructors which stresses the dissemination of conceptual information in crucial orientation areas through bilingual instructions and/or through native language materials.
2. **Priority #2 - Survival Speaking and Listening**  
Standards of competency will be prescribed by the local program with guidance and assistance from the Utah State adult education system and will be such as to enable the student to function effectively in society in the areas of employment, consumer economics, health, community resources, government and law, driver<sup>L</sup>= education, and home management.
3. **Priority #3 - Survival Reading and Writing**

Standards of competency will be prescribed by the local program with guidance and assistance from the Utah State adult education system and will be such as to enable the student to function effectively in society in the areas of employment, consumer economics, health community resources, government and law, driver<sup>L</sup>= education, and home management. With Welfare Reform, more emphasis will be directed toward language proficiency for passing the Immigration & Naturalization citizenship test. For the majority of refugees, passing the citizenship exam is just another challenge in resettlement but for a minority of refugees, passing the exam could prove to be a very challenging survival requirement.

4. Priority #4 - Additional Education needed to accomplish a short-term (12 month maximum) Education/Employability Plan.

Short term specific vocational/technical courses may be offered when such services are included in an employability plan; i.e., required by an employer for employment or for advancement or by a state licensing board for registration for a licensing examination. However, the lack of English proficiency will not be accepted as good cause for refusing to participate on job search activities and/or for refusing employment.

5. Priority #5 - Vocational Speaking, Listening, Reading, and Writing

Standards of competency will be prescribed by the local program with guidance and assistance from the Utah State adult education system and will be such as to enable the student to function effectively in society in the areas of employment. English language training that is employment specific and prepares the refugees to understand basic instructions, comprehend and complete job applications, make interview appointments, compete for promotions, converse about past work experiences, conduct a job search, read the want ads, write a resume and cover letter, communicate with co-workers and supervisors, handle criticism, follow directions, be assertive, manage time, be prompt, and learn terminology specific to the job.

#### **IV Social Acculturation and Adjustment Program:**

The Department will work with the local refugee resettlement agencies, MAAs, local government agencies, and service providers in developing refugee social acculturation and adjustment programs.

##### **A. Problems to be addressed:**

Arriving refugees in Utah are faced with tremendous problems in adjusting to American culture. Some of the notable problems include:

1. Home management skills;
2. Consumer education;
3. Cultures clash;
4. Linguistic isolation;
5. Non-transferable job skills, and
6. Refugee trauma.

##### **B. Service Activities:**

Through the utilization of various community resources, many of the problem areas can be addressed and corrected over time. Some of the activities, goals and objectives are:



1. Volunteerism
  - a) Assist volunteers in providing coping skills for successful refugee resettlement.
  - b) Work cooperatively with other refugee related agencies and refugee volunteers, especially in areas where there is a shortage of refugee services.
  - c) Recruit successfully resettled refugees to act as role models to new arrivals by sharing their resettlement skills.
2. Demonstration
  - a) In cooperation with MAAs provide professional training or refugees in home management skills and basic consumer education.
  - b) Provide consumer information on comparison shopping techniques.
3. Educational Materials
  - a) Develop simple teaching leaflets of fact sheets on recognized needs for home management or basic consumer education.
  - b) Distribute single copies of the above developed materials to the refugee related agencies.

**V. Mental Health Program:**

Perhaps the greatest threat to refugee health is depression and other symptoms of overwhelming stress. They are related to the pervasive and overwhelming losses and changes that refugees have experienced in a relatively short time. These may leave the refugee confused and disoriented for years afterward. Compounded with the sorrow and homesickness is the insecurity of isolation from their past and present environments. Additionally, there are role reversals, inter-generational conflicts and reduced social status that commonly occur. Refugees, in general, are vulnerable and afraid in America.

**A. Refugee Mental Health Issues:**

1. The State Refugee program sponsored task force identified three levels of mental health problems among Utah refugees.
  - a) Personal Crises:
    - (1) Suicide threats or gestures;
    - (2) Acute psychotic reactions;
    - (3) Grief;
    - (4) Depressive reactions;
    - (5) Anxiety;
    - (6) Phobic reactions.
  - b) Interpersonal Crises:
    - (1) Wife and child abuse;
    - (2) Runaways;
    - (3) Marital, inter-generational, and step family conflicts;
    - (4) refugee-sponsor conflict and refugee-employer conflict;
    - (5) Unaccompanied minor and foster parent conflict;
    - (6) School adjustment problems.
  - c) Other Crises:
    - (1) Health threats; including accident, surgery, and serious illness;
    - (2) Housing loss;

- (3) Job loss;
  - (4) Acute financial problems;
  - (5) Legal difficulty;
  - (6) Community conflict.
2. Mental health program management issues that were identified were as follows:
    - a) Lack of networking of known social adjustment/mental health resources.
    - b) Lack of funding for ongoing client management, referral, and networking for the refugee mental health problems.
    - c) Insufficient number of mental health workers who are experienced with refugee problems and cultures.
    - d) Language and cultural barriers for both refugee and worker.
  3. The task force outlined the following general objectives that should provide a framework for developing the mental health project:
    - a) Provide expert mental health care for refugees presenting the aforementioned problems.
    - b) Provide focus for referral and case management for refugees with mental health problems.
    - c) Provide consultation and training to other refugee service providers.
  4. The task force did not wish to detail methods for accomplishing the objectives because methods could vary depending on the provider of services. However, the group did concur on the following factors that should be considered in developing methods if the project is to be successful.
    - a) The service provider must have an understanding of the psychological, social, and cultural needs of the clients.
    - b) The program or service must be seen as legitimate and acceptable within both the refugee and professional mental health communities.
    - c) The program must be accessible, both emotionally and physically, to the clients.
    - d) There must be access and linkage to community referral networks which should include, but not be limited to local refugee resettlement agencies, social service providers, MAAs, vocational training and ESL providers, crisis intervention services, community mental health services, hospitals, emergency centers, local health departments, and the police.
  5. Recognizing budget constraints, there were two recommendations considered:
    - a) Hire one expert mental health worker and 3 or 4 bilingual/bicultural para-professionals.
    - b) Contract with existing community mental health centers to provide services to refugees.

## **MUTUAL ASSISTANCE ASSOCIATIONS**

### **I. Mutual Assistance Associations Participation:**

The enablement of Refugee Mutual Assistance Associations (MAA) to provide a wide range of services to their memberships is a focus of the State Refugee Resettlement Program. A consensus between professional service providers and volunteer organizations suggests that without the growing involvement of refugees themselves in the provision of social services, culturally and linguistically appropriate services to refugees will not be affected. The State will assist in the development of MAAs that can address the following needs:

- A. Outreach:  
Identify and assess refugee populations and needs in high impact areas, particularly the unemployed and illiterate refugee; Provide counseling and make referrals to DWS, ELT Projects and any other appropriate agencies. Provide follow-up support to service agencies.
- B. Orientation:  
Provide orientation programs to new arriving, secondary migrant refugees, and the general refugee population in cooperation with DWS and the local refugee resettlement agencies.
- C. Mental Health:  
Assist Refugee workers to provide mental health interpretation services to existing mental health agencies to serve the mental health needs of the refugee population.

## **SPECIAL PROGRAMS**

### **I. Special Programs:**

The State of Utah will seek the development of refugee programs in cooperation with local resettlement agencies, local government entities, refugee service providers, MAAs and refugees to address the needs of the growing refugee population. The State will actively seek or assist organizations or agencies in seeking funding for these projects through refugee formula and discretionary targeted assistance grants, as well as other public and private resources.

## **MISCELLANEOUS**

### **I. State's Internal Fiscal Control Procedures:**

Fiscal control procedures vary, depending on the funds and how they are allocated through department direct services or contracts.

All estimates and State expenditure reports are controlled through the Department of Workforce Services' Finance office.

In addition, all contracts and their expenditures are reviewed by the Department's Office of Finance. Offices of Financial Audit exist at both the Department and State level, and in addition, independent audits are required by the State of its contractors. Program Specialists, or assigned staff review the expenditures on their contracts and authorize payments before they can be made. The Office of Finance makes final authorization for payment after review of the billing.

### **II. Technical Assistance and Training:**

Technical assistance is provided by the Utah Refugee Coordinator through regular communication and interaction via the telephone, on-site visits, and scheduled meetings.

### **III. Consultation Bodies:**

A central forum in the State Refugee Resettlement Program is the Utah Refugee Service Provider Network. The Network consists State and local government agencies, service providers, and refugees from all different nationalities. One of the functions of the Network is to act as an advisor to the State Refugee Resettlement Program Coordinator.

### **IV. Volunteers:**

A host of volunteers representing neighborhood, church, and other informal associations provides continuing service and support to refugees at the local level. Thousands of hours are given by generous volunteers in assisting refugees to attain self-sufficiency and reach self-reliance goals. The State of Utah treasures this devoted and effective networks and regularly recognizes their efforts.

### **V. Language Assistance to Persons with Limited English Proficiency:**

To ensure refugees with limited English proficiency are not unintentionally discriminated against, Department will provide the following:

#### **A. Assessment**

1. The Department will conduct an annual assessment of language assistance needs by the use of a survey of its existing and potential customer base for refugee services. In addition to DWS records, the Department will survey allied agencies and refugee service providers to gather and provide statistical information on the refugee languages of the State. Allied agencies include the three local refugee resettlement agencies - Catholic Community services, International Rescue Committee, Jewish Family

Services; Department of Health; Salt Lake School District; Granite School District; and refugee social service providers. The survey will assist to:

- a) Identify the languages to be encountered.
  - b) Estimate the number of people eligible for services by the identified language groups.
2. Contact Points for Services
- a) Newly arrived refugees will be brought into the DWS Employment Centers to apply for refugee services by the local resettlement agency. The local resettlement agencies are contracted to provide interpreter services to assist in the initial reception and application for services. The local resettlement agencies are also contracted to provide interpreter services during the development of the refugee's employment plan.
  - b) DWS Employment Counselors will identify the refugee's language needs from the initial contact and intake process for future reference. If language identification cards have not been issued by the local resettlement agencies, the Employment Counselor will issue a card to the refugee and members of the family.
  - c) DWS does not require refugees to provide their own interpreters. DWS discourages the use of friends, minor children, and family relatives as interpreters. If a refugee is having difficulty obtaining access to ongoing services because of his/her inability to speak English, DWS will provide the appropriate language interpreter.
  - d) If a refugee brings his/her own interpreter, the refugee shall be informed that he/she has the right to use an interpreter provided by DWS. If the refugee provides an interpreter who is not competent in the skill of interpreting, i.e. proficient in both languages and familiar with department terminology, to provide the refugee a clear and correct interpretation of verbal information and translation of the documents, DWS will provide an appropriate language interpreter.
  - e) If, after being informed of his/her right to a DWS provided interpreter, a refugee declines such services and requests the use of a family member or friend, the refugee may use the family member or friend, if the use of such a person will not compromise the effectiveness or violate the refugee's confidentiality. The Employment Counselor will document the offer of a DWS interpreter and the declination for each contact in which the use of a DWS interpreter was declined.

B. Language Access

1. All refugees are provided a written notification of their right to have all documents and notices translated orally at no cost to them.
2. In assessing the English written materials for written translation, the Department finds it financially and technologically unfeasible at this time to provide written translated notices in the native languages required. Written notices are computer generated by the State's mainframe computer system and Public Assistance Case Management Information System (PACMIS) software. State agencies, in addition to DWS, utilizing the data collection, case maintenance and management, and reporting capabilities of the PACMIS system are the Utah Department of Health and the Utah Department of Human Services. Assistance programs, in addition to Refugee Cash Assistance and Refugee Medical Assistance, include the financial assistance programs under TANF, General Assistance, Food Stamps, Child Care, Foster Care, and the medical assistance programs of Medicaid, Medicare, Utah Medical Assistance Program, and Children's Health Insurance Program. There are currently over 600 computer generated notices for all programs. These notices are mailed automatically to the customer from the State's Capitol Office Building centralized automated mailing system. Approximately 85% of these notices deal with eligibility determination, advance notices regarding benefits, change in benefits, notices of hearings and rights to appeal. Several different programs will utilize the same computer notice for their specific program needs.

Currently, the PACMIS program has the capability to only print in the common 10 number, 26 letter English alphabet.

When a notice is requested by an Employment Counselor to be sent to a refugee, the Employment Counselor will be notified to check if the recipient is a person with limited English proficiency and that the notice will have to be interpreted to the recipient in their native language.

3. The Department maintains a list of bilingual staff within each local Employment Center that identifies the staff person's language(s) capabilities. The list is available on the Department's Intranet website for internal use. If an interpreter with the appropriate language is not available at the local Employment Center, the search will be expanded to the Region, then State wide. If an appropriate interpreter is not available through the Department, an interpreter may be contracted from one of several agencies providing the language needed. Contracted interpreters may provide in person or telephone support. Contracts are established with Catholic Community Services, International Rescue Committee, Passport to Languages, Pentskiff, Inc., and Language Line Services.

C. Staff Training

1. Training on providing language assistance and access to persons with limited English proficiency occurs in the Liability training module for all new employees.
2. Refresher training will be provided during routine update training packets.
3. Training for all DWS employees is monitored in a computerized training record system.

D. Compliance Monitoring

4. The Department will provide an annual monitoring of the language assistance provided to persons with Limited English Proficiency in accessing the refugee program and services.
5. Refugees, refugee service providers, and advocates will be surveyed to assess the language assistance provided to persons with limited English proficiency.



## **APPENDIX 1**

### **Utah Refugee Health Screening and Prevention Program State Plan**

The Utah Department of Workforce Services, as the designated responsible agency for the Utah Refugee Resettlement Program, contracts with the Utah Department of Health for the provision of the Refugee Health Screening and Prevention Program under Refugee Medical Assistance. The Utah Refugee Health Coordinator under the Utah Department of Health administers the Refugee Health Screening and Prevention Program.

#### **A. Identification of Refugees to be Screened**

It is anticipated that the refugee groups from Somalia, Liberia, Afghanistan, Bosnia, Egypt, Cuba, Sudan, Iran/Iraq, Congo, Kenya and Russia will comprise most of this number. Refugees from areas of Africa, Southeast Asia, and Eastern Europe are also anticipated.

Funding has been requested because during the initial health screening, newly arriving refugees are presenting with complex medical issues that require more intensive and frequent medical treatments. Medical conditions commonly seen in newly arriving refugees to Utah include active tuberculosis, malnutrition, pregnancy and schistosomiasis.

#### **B. Refugee Contact Procedures**

The Utah Refugee Health Program contracts with the International Rescue Committee (IRC) and Utah Catholic Community Services (UCCS) to provide a system of contacting refugees for health screening purposes. The resettlement agencies are responsible for assuring that all newly arriving refugees receive a health screening through an approved provider within 30 days of arrival to the state. Caseworkers from the resettlement agencies arrange for clinic appointments, transportation and interpreter services. Refugees also receive follow-up services from these agencies for health needs requiring a referral to another provider.

The Program also contracts with the Asian Association to provide support to refugees in accessing interpretive, medical, dental and mental health services. Intensive services for refugees seeking to improve and upgrade employment as well as long-term assistance in overcoming a variety of obstacles in the acculturation process are also provided.

Refugees with Class B conditions are served through the Salt Lake Valley Health Department. The Refugee Health Program Representative contacts the Health Department when the notification of arrival is received from the quarantine station. The correct address and other vital contact information are shared when available. Care needs are assessed and coordinated with the health clinic, the local health department and the resettlement agencies.

The State Refugee Health Coordinator communicates with IRC, CCS and the Asian Association personnel monthly to review status and process issues. Action plans for issues are put in place and evaluated the next month. Educational materials and resources are provided to the

resettlement agencies and clinics on refugee health issues. Educational programs regarding refugee health issues are provided to the resettlement agencies and clinic staff on a regular basis.

Written monthly reports will be maintained between the resettlement agencies and the Utah Refugee Health Program.

### **C. Health Screening Protocol**

The Program uses the “Issues in Refugee Health: The Overseas Medical Examination and Domestic Health Assessment” as the guideline for screening criteria. The health screening focuses on the following categories of risk assessment and health promotion:

tuberculosis	hepatitis B	HIV/AIDS
anemia	parasites	hearing acuity
diabetes	cardiovascular disease	visual acuity
hypertension	immunizations	STD's
lead screening	pregnancy	malnutrition

The health screening form will be completed on each refugee. Health screening forms will be properly documented and returned for monitoring purposes. Data gathered from health screening forms will be used to track health and medical issues and provide information to the resettlement agency health screening coordinators to process referrals for ongoing health care.

A system for monitoring the return of health screening forms has been implemented and is working successfully. The Program will continue to gather and analyze the health screening data.

The Refugee Health Program will continue to ensure ongoing access to a contracted health care provider who will conduct health screening activities and continued care for refugee medical needs.

Funds from this grant will be used by the Refugee Health Program to provide payment for health screening related services within the first 30 days following arrival. Specifically, these funds will be used for health screening services and/or additional tests related to a communicable disease that may have been necessary because of the clinical needs of the client. The Refugee Health Program will reimburse the contracted provider at a flat rate of \$175.00 per health screening (additional charges for specific laboratory tests and chest x-rays may also be billed at a fee-for-service rate).

The Division of Epidemiology and Laboratory Services (ELS) Refugee Health Program will purchase vaccines for adult immunizations, while the Vaccines for Children Program will provide vaccine for children less than 18 years of age. Through this collaborative process all newly arriving refugees will be able to receive vaccinations required by the Bureau of Citizenship and Immigration Services.

#### **D. Referral for Health Problems**

The State Refugee Health Coordinator will act as a liaison between Salt Lake Family Health Center, local health departments, and the contracted resettlement agencies. The contracted resettlement agencies assist all refugees with the application for Medicaid services. The Program's health program representatives are also available to assist in the process. As a result, refugees have resources that allow and encourage referral for follow-up needs. For a variety of reasons, many refugees choose not to participate in preventive programs, even though the life-threatening implications of this choice are thoroughly explained. The resettlement agencies are well versed in community resources. Once a refugee has been through the health screening process, the contracted resettlement agencies are able to work with the health care providers to assure referral of individuals for ongoing care.

The Salt Lake Valley Health Department provides services for those diagnosed with a communicable disease. The Program's Health Program Representative is responsible for referring for follow-up those refugees receiving treatment for latent tuberculosis infection.

The Health Program Representative will coordinate with the resettlement agencies and refugee health screening provider to ensure that additional services such as interpretive assistance, coordination of mental health evaluations, and outreach assistance is completed in a timely manner.

During the health screening, evaluation for lead toxicity is provided to newly arriving refugee children. The Program's Health Program Representative is responsible for coordinating follow-up care for those found to have elevated lead levels of 10 mcg/dl or greater. Both the Salt Lake Valley Health Department and the Office of Epidemiology, Lead Program, provide case management and educational services.

#### **E. Health Education/Orientation**

During the health screening process, refugees receive health education on applicable topics. Particularly, tuberculosis testing/treatment options and the need for immunization updates are stressed. Approximately 45% of newly arriving refugees are not current with their immunizations. Twenty eight percent of the population has a significant reaction to PPD testing.

The Program also maintains a library of materials on refugee health issues, health education information and language appropriate resources. These references are continually updated and shared with the resettlement agencies and clinic staff.

Program staff has worked with clinics and the resettlement agencies to improve the understanding of refugee health needs and the purpose of the refugee health screening. Specific programs regarding Tuberculosis have been provided to the Resettlement agencies and the health care providers over the past year.

It has become clear that many refugees do not understand the health care system in Utah.

Clearly, this problem is not unique to Utah. The dramatic impact of managed care can readily be seen in this population and their use of emergency facilities. As such, the Refugee Health Program has been working with Planned Parenthood Association of Utah (PPAU) to provide educational sessions for newly arriving refugees regarding the complexities of the American managed care system. Additional services have included family planning services to refugee women of reproductive age.

#### **F. Medical Interpretation Services**

The Refugee Health Program continues to focus special attention on improving the availability of well trained/qualified medical interpreters within the state. The Program has collaborated with the Sexually Transmitted Disease Control Program to provide “Bridging the Gap” curriculum from the Cross Cultural Health Care Program, Seattle, Washington. This “Bridging the Gap” curriculum has been provided to approximately 190 medical interpreters within Utah. Although there are a total of six medical interpreters who have completed the “train-the-trainer” course, the Program has contracted with two who provide all of the Program’s offerings. Each year approximately four training events are held.